

**July 2008 Mailing to MaineCare Members**  
Frequently Asked Questions

No.	Question	Answer
1	Why was this letter sent?	This letter is intended to make members aware of planned changes in certain benefits. Federal law requires that members be notified when their benefits are being reduced or eliminated.
2	What is targeted case management and how does a member know if they receive these services?	<p>Changes in targeted case management have been delayed (since the letter to members was mailed) due to a delay by the federal government in implementing state requirements. Final changes will be communicated to providers and members.</p> <p>Current MaineCare TCM providers receiving a packet of information on TCM changes should still complete the enrollment form and return it to MaineCare.</p> <p>Case management consists of services which help members gain access to needed medical, social, educational, and other services. "Targeted" case management services are those aimed specifically at certain groups of members such as those with chronic health conditions, behavioral health disorders, or developmental disabilities.</p>
3	What are durable medical equipment, orthotics and prosthetics?	<p>Orthotic services are designed to help muscles, bones and tendons to work. Prosthetics are a replacement for a body part such as a hip replacement. Durable medical equipment includes items such as beds, wheelchairs and monitors.</p> <p>The change is that MaineCare will not cover some of these items that are custom fitted.</p> <p>Further details are not yet known.</p>
4	How does a member know if they are impacted by the changes in day treatment under children's behavioral health?	There were only two providers of these services, Northeast Occupational Exchange (NOE) and United Cerebral Palsy (UCP) in Bangor.
5	What are podiatric services?	Podiatric services are medical services for foot care. Some of these services will require a prior authorization from MaineCare. Further details are not yet known.
6.	Do members still have MaineCare benefits?	Yes, but there are changes coming to the four services listed in this letter.
7.	Does this affect Part D benefits?	No
8.	Does this effect prescriptions?	No

9.	Is this going to change doctor's appointments?	No
10.	Is MaineCare being eliminated?	No
11.	Is this going to effect mental health services for adults?	No
12.	What should a member affected by these changes do?	Members should talk with MaineCare Member Services at 1-800-977-6740 or 1-800-977-6741 for members who are deaf or hard of hearing and have a TTY machine.